

Opening Date: November 6, 2013
Closing Date: Open Until Filled
Work Location: Austin, TX
Posting Number: 14-11
Monthly Salary: \$4,102 – \$7,204 Mo. * Salary commensurate with education and experience
Group/Class: B23/3665
Travel: 20%
Division: Executive Administration
Number of Positions: 1

JOB VACANCY NOTICE

Agriculture and Rural Texas Ombudsman (Ombudsman IV)

*Apply Via Mail/Hand Delivery: Texas Water Development Board
Stephen F. Austin Building, 1700 North Congress Ave., Room 670,
Austin, Texas 78701 or via facsimile (512) 463-7644. Refer to
Human Resources (512) 475-2142 Equal Opportunity Employer*

Job Description

Performs highly advanced (senior-level) outreach work. Work involves coordination and facilitation of, and acting as liaison in, outreach activities; assisting customers and the general public in addressing and/or resolving issues that fall within the responsibilities of the Texas Water Development Board (TWDB); and providing outreach and education to rural/agricultural communities throughout the state. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

Essential Job Functions

- Acts as liaison between the TWDB and agricultural and rural local governments, communities, business, and citizens.
- Provides information and assistance to agricultural and rural communities; investigates complaints; and communicates with various groups on behalf of the individuals with a grievance, dispute, issue or claim.
- Partners with entities to promote awareness of TWDB financial assistance programs, educate rural and agricultural Texans on the State Water Plan, and to encourage participation in the regional water planning process.
- Provides advice and perspective in development of TWDB rules, policies, and procedures.
- Assists rural communities in identifying trends, issues, and opportunities in regards to planning for future water and wastewater needs.
- Provides advice on and explains relevant state and federal rules, regulations, programs, and procedures to rural local governments and communities and agricultural interests.
- Provides guidance/assistance to rural communities and customers and agricultural interests in applying for financial assistance or meeting obligations related to receiving financial assistance.
- Oversees the organization and maintenance of documentation and the recording of information on contacts, relevant activities, and actions.
- Facilitates the sharing of information among rural and agricultural entities.
- May plan, assign, and/or supervise the work of others.
- Performs related work as assigned.

Minimum Qualifications

Experience in communication, facilitation, and counseling. Experience in rural and agricultural community outreach and education. Graduation from an accredited four-year college or university with major coursework in business administration, finance, planning, political science, psychology, sociology, or a related field is generally preferred. Experience and education may be substituted for one another.

Female and minority applicants are encouraged to apply.

Males born on or after January 1, 1960, will be required to present proof of Selective Service registration on the first day of employment or proof of exemption from Selective Service registration requirement. All offers of employment are contingent upon the candidate having legal authorization to work in the United States. Failure to present such authorization within the time specified by the U.S. Department of Labor will result in the offer being rescinded. Only applicants interviewed will be notified of their selection or non-selection. Resumes will not be accepted in place of a completed State of Texas application unless indicated.

HR-002

Revised 4/11



The Texas Water Development Board does not discriminate on basis of race, color, national origin, sex, religion, age, or disability in employment or provision of services, programs, or activities. www.twdb.texas.gov/jobs

Knowledge, Skills, and Abilities

- Experience working within or with rural/agricultural communities.
- Knowledge of public finance.
- Knowledge of Texas water laws, rules, and regulations.
- Knowledge of the regional water planning process.
- Skill in conducting investigations, in mediation and dispute resolution, in computer and equipment operation, and in the use of interpersonal techniques.
- Ability to analyze and prepare documents, reports, and correspondence; to investigate complaints; to recognize problems and identify and facilitate solutions; to develop and modify policies and procedures; to communicate effectively; and to plan, assign, or supervise the work of others.

Remarks

- Copy of required official academic transcripts and/or licensures must be submitted at time of interview, if selected for interview. Failure to provide required documentation will result in no further consideration for employment.
- Acceptable driving record must be presented at the time of the interview.